

From: Mason, Russell (NIH/OD/ORS) [E]
To: (b)(6); Crawford, John (NIH/OD/ORS) [E]
Cc: (b)(6); (b)(6); (b)(6); Harman, Carole (NIH/OD/ORS) [E]; Griggs, Christine (NIH/OD/ORS) [E]; Taylor, Rodney (NIH/OD/ORS) [E]
Subject: RE: Customer Complaint - 35
Date: Wednesday, January 29, 2020 10:44:00 PM
Attachments: [image002.png](#)
[image003.png](#)

Thanks,

(b)(6); did provide some specifics. As I'm getting ready for leave, I'll pass it along to my team to handle/discuss at our next operations meeting.

V/r

Rusty Mason
Chief, Amenities Programs Branch
Division of Amenities and Transportation Services, ORS, NIH
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(301) 443-7127 (P)
(b)(6) (M)
<http://dats.ors.od.nih.gov/>



From: (b)(6); Contractor Info; Name of Non-Key Personnel com>
Sent: Wednesday, January 29, 2020 4:16 PM
To: Mason, Russell (NIH/OD/ORS) [E] <russell.mason@nih.gov>; Crawford, John (NIH/OD/ORS) [E] <crawfj@ors.od.nih.gov>
Cc: (b)(6); Contractor Info; Name of Non-Key Personnel om>(b)(6); Contractor Info; Name of Non-Key Personnel (b)(6) com>; (b)(6); Contractor Info; Name of Non-Key Personnel com>; Harman, Carole (NIH/OD/ORS) [E] <harmanc@ors.od.nih.gov>; Griggs, Christine (NIH/OD/ORS) [E] <christine.griggs@nih.gov>; Taylor, Rodney (NIH/OD/ORS) [E] <rodney.taylor@nih.gov>
Subject: Customer Complaint - 35

Hi John and Rusty,

Today (b)(6); reported to us a situation with an agitated customer at Marketplace 35. During (b)(6);'s conversation with him, the customer said he was going to contact Rusty to complain. Also of note, (b)(6); has reported similar situations with this same customer when she was managing 35.

I visited your office and spoke with Carole and Christine to share that a potential complaint would be coming in. While I was discussing with them what information I had, (b)(6); reported that she had received the call to Rusty from the customer.

We will be working with (b)(6); and (b)(6); to determine more specifics surrounding this complaint.

Sincerely,